



# THE DIVISION OF FLEET OPERATIONS State of the Fleet

## Special points of interest:

- Amanda Ronan now running reservations desk at Capitol Hill Motor Pool.
- DFO featured in Government West Magazine.
- 15-Passenger Van safety tips available on DFO recall page on the web.
- DFO LAN Guy, Peter Musser is transferred to ITS. He will be missed.

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## MIS Success... Secure Reports Available On-line



David Rees and Judy Wilkins

The Division of Fleet Operations (DFO) recently launched a new sections of the division's web-page. On the reports page, which is accessed from the Services pull-down menu, DFO customers can now view several vehicle reports from a secure platform. All of the information contained in the reports is gathered through the fleet tracking program utilized by the division. The security was put into place due to the potential risk to drivers and vehicles if specific information were released to the public regarding a vehicle location and driver assignment. Agency directors have also voiced concerns over other agencies having access to their vehicle information.

The secure platform was created by DFO Programmer, Judy Wilkins who explained how the process works.

"Basically, a person logs into

the reports area like they are logging into *FleetAnywhere*. Their user id and password will determine what information they are allowed to see. If they are with Public Safety, they only see Public Safety data, if they are with Corrections, they only see Corrections data," Wilkins said. "It is also set-up so that people [employed] at higher levels can see all of their agency information and people [employed] at lower levels can only see their portion of the fleet. For example, the person who oversees the Human Services fleet [at the department level] has access to all of their vehicle information and the fleet person at the State Hospital only sees State Hospital information."

The reports were created and designed by DFO Management Analyst, David Rees, and Applications Administrator, Angie Watson. The DFO web-site currently supports six secure reports including Cost Per-Mile, GasCard Fueling History, Maintenance History, Recall Report, Utilization Report and a Vehicle Listing Report. Several more reports are now in the works, including Fleet at a Glance. Rees hopes to have the monthly billing process on-line, through the secure web-reports program, by mid-summer. It is esti-

lated that e-billing will save DFO thousands of dollars in printing costs every year.

DFO has created a sample set of the secure reports which can be accessed by choosing the reports section from the Services menu found on the DFO web-page. The user id and password are FOGUEST, FOGUEST. When accessing the Maintenance History Report, enter equipment id FO5388. Use fueling card number 078691 to see a sample of the GasCard Fueling History. DFO Division Director, Steve Saltzgiver stated, "The best thing about the web-reports is that it allows an agency to be proactive. They can fix a problem before we have to contact them to let them know there is a problem. The customers have the upper hand now, because they have the tools to work with."

### Statistical Information Fiscal Year 2001

Total PMs Performed:  
17,567

Total Gallons of Fuel  
Purchased at State sites:  
16,613,614

Total Windshields  
Replaced: 1,405

Total Tires Replaced:  
2,942

Total Car Washes:  
20,864

# News Briefs...

## State of Idaho Fleet Visits DFO

On Tuesday, April 9, 2002 Aaron Wolter, the Fleet Procurement Officer from the State of Idaho, spent the morning with the Division of Fleet Operations (DFO) Deputy Director, Margaret Chambers and Operations Manager, Sam Lee.

Wolter traveled to Salt Lake City to discuss several topics including the proper assignment of Alternative Fuel Vehicles (AFV) within the fleet. To insure full credit for the purchase of AFVs under federal mandate, the vehicles must be assigned to a urban area of the state. Armed with this and other AVF mandate information, Wolter now feels that he can bring the State of Idaho within the mandated guidelines. He stated that the AFV information alone made his trip worth while.

The process of setting vehicle standards for the State of Utah fleet was also addressed during the hour long discussion. Wolter stated that this process would be easier for him if Idaho had a centralized fleet similar to Utah, rather than having to work with several different fleet managers within the state when creating vehicle standards.

Wolter also requested information on the contract writing process used by DFO. He was told that although DFO Director, Steve Saltzgiver, had taken part in the process, the contracts had been written several years earlier and it was felt that Wolter could learn more from the Division of Purchasing.

### The City of Dallas Requests Copy of CNG Training Program

The March/April 2002 issue of [Government West Magazine](#) included a story about the efforts of the State of Utah/Division of Fleet Operations' (DFO) to increase the use of Compressed Natural Gas (CNG) as an alternative fuel by state employees. The article discussed the CNG vehicle fueling training seminar, created and presented by employees of DFO and the Utah Office of Energy.

After fleet personnel from the City of Dallas Texas read the article, they contacted DFO to discuss how the Utah program was developed and the availability of CNG within the state. Debra Dunn, from Dallas City government, stated during the phone conversation that the Dallas fleet managers are facing similar under utilization problems and were also trying to encourage their employees to purchase CNG. She requested a copy of the DFO program, which will be used as a model when creating a similar program to train Dallas City employees.

To schedule a training program at your office please submit an on-line [training request form](#) or contact Alison Taylor at 801-538-3306.

### E85 Fuel Available in the Wasatch Front Area

Flex-fuel vehicles along the Wasatch Front now have two different fuel providers offering E85 fuel. E85 is an alcohol-based fuel mixed at 85% ethanol and 15% unleaded gasoline. This product can only be used in Flex-fuel vehicles. The advantage of the fuel is that it is a cleaner burning fuel that cause less greenhouse gasses to be released into the air. It is accepted by the federal government as an alternative fuel under the EPACT mandates, but had not been available in Utah. Ethanol is made from any starchy plant such as sugar cane or wheat. However, the majority of the Ethanol made in the U.S. is derived from corn stock.

DFO Division Director, Steve Saltzgiver, spoke at a Grand Opening Celebration held on Monday, April 8, 2002 where he stated the State of Utah currently owns more than 300 Flex-fuel vehicles.

The stations that are now offering E85 are J.P. Texaco at 1350 East 700 South in Clearfield and Todd Christenson Oil located at 600 North 200 East in Orem. Both locations are near large federal facilities, which have several of the Flex-fuel vehicles assigned to their fleet. It is hoped that more stations will follow suit making E85 available throughout the Salt Lake Valley.

### DFO Utilizes Fleet Contacts to Keep Customers Happy

The Division of Fleet Operations (DFO) is unable to be in contact with the vast number of state employees who use state vehicles; so in order to keep fleet customers up to date on fleet related issues, each leasing agency has assigned an employee to be their central fleet contact.

In addition to providing DFO customers with information regarding fleet policies, rules and events, fleet contacts also provide input on all of their agencies vehicle replacements, upgrades and new vehicle requests. They can also act as a liaison between vehicle operators and DFO. By voicing any fleet related concerns or problems to a fleet contact, state vehicle operator's can be assured the proper DFO employee will be contacted. To find out who the name of the fleet contact for your agency, visit the [DFO web-site](#) and choose the Contact Info button on the pull-down menu.

DFO Director, Steve Saltzgiver, spoke at the Grand Opening celebration held at J.P. Texaco on April 8th. He spoke on the importance of utilizing alternative fuels.

# FORUM

On Thursday, April 4, 2002 the Division of Fleet Operations (DFO) held it's Fleet Operations Reach out Users Meeting (FORUM) to give fleet customers a chance to discuss any issues they may be encountering.

Among the many topics discussed at the meeting was the accessibility of fleet customers to several vehicle reports via the internet. The reports provide vital information to agency directors and motor pool contacts who need the information to properly monitor the vehicles leased through DFO. In the past, reports would be requested and DFO personnel would compile and mail the reports. This old process has been replaced with 24-hour per day access to the reports now available on the fleet web-site. Because much of what is included in the reports is considered confidential, DFO program-

mers have built the reports on a secure platform so that each person who has been given access to the reports will see only the vehicles leased by their agency.

Several people attending the meeting asked about the "one-time" charges they had been seeing on their monthly billing statements. DFO Director, Steve Saltzgiver, explained that fees were charged for incorrect odometer readings, vehicle abuse/neglect, excessive miles driven and accident deductibles. Most of the fees can be avoided with little effort on the part of the of the vehicle's driver.

Other topics covered in the meeting included:

- The announcement of the Holiday Oil Rainy Day Program. The promotion will give anyone purchasing a car wash on a day when the streets are wet, an additional car wash within 30-days, free of charge.
- The ARI survey is available on the web. DFO encourages customers to use the form to comment, good or bad,

on the services they receive from ARI.

Accident review reports will be required soon. All leasing agencies will need to assemble a committee to review accidents involving their leased vehicles and report their findings to DFO and Risk Management. Current and proposed [fleet and surplus rules](#) can be found on the DFO web-site.

An ARI cost comparison report was recently completed and some of the report findings were presented to the FORUM attendees. The report showed that the state is seeing significant savings through the ARI program and that DFO is now able to collect better data and provide better maintained vehicles to state employees by utilizing this program.

FORUM is held every four months, with the next meeting scheduled for Thursday, July 11, 2002 from 10:00 a.m. to 12:00 p.m. in room 1112 of the State Office Building. The location may be changed due to lim-

A new Holiday Oil Program will give anyone purchasing a car wash on a day when the streets are wet, an additional car wash within 30-days.

## May Incentive Awards



Wanda and Gus will have plenty of time to catch up this month. However, the buddies will be separated at the end of the month when Gus is awarded to another DFO employee who embodies the FISH! Philosophy.

Even though the Incentive Committee only received a handful of nominations in April, all of the employees being honored are well deserving. The Incentive Committee is glad that their efforts did not go un-noticed.

### Extra Mile Award

Bob Seele and Todd King received a Team Extra Mile Award for their heroic efforts after the big storm blew through the state in mid-April. More that 15 state managed fueling sites, from Logan to Cedar City, were taken off-line by the storm. At one location, the team had to bring the site down due to the possibility of a nearby building collapsing on the equipment. Seele and King were able to get all of the fueling sites operational within 24-hours. Their efforts helped to minimize fueling problems for employees

throughout the state. Thank you both for your hard work and dedication.

Alison Taylor was given an Extra Mile Award for volunteering to track down daily motor pool vehicles listed in late status.

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# Take Your Daughter to Work Day 2002

By Brickell Taylor



This year was the 10th Annual Take Your Daughter to Work Day held nationally and the 9th time that a program was sponsored by the Department of Administrative Services on Capitol Hill.

My name is Brickell Taylor and I am eight years old. I'm here for "Take your daughter to work day", I came with my Aunt Alison. She works for the Division of Fleet Operations (DFO).

The first thing we did was come in, got a bagel, and ate.

Then we went to a meeting with the director, Steve Saltzgiver. After she had that conversation, we went over next door to the state capital building.

First a lady sheriff talked about how she became to be a sheriff. She said she had been a sheriff for seven-teen years. She also explained that you can do anything you want to do. And she said "don't let anybody tell you not to do good things".

Then the earthquake lady came to talk. She said "There are more than 1500 earthquakes per year here in Utah." And she said how to protect yourself while there is an earthquake. Drop, cover and hold.

The girl with the dog talked next. Her dog's name is Cozy. She said that they were extremely disappointed that they didn't get to go to New York to help find missing people. And they also trained for avalanche emergencies, but she didn't get a lot of calls for avalanches this year. Search dogs and seeing eye dogs are important. She brought her dog with her. Then we got cookies.

After that three firefighters spoke and two were paramedics and one was a fire investigator. They were all girls. Their goal was to pass the firefighter test because they wanted to be firefighters and paramedics. And no-one could stop them from reaching the goal.

Then I won a prize pen. Then three guys came over and asked me if I would put my head through the banisters so that they can make the new one safer. I got paid five dollars for helping them. Then I got everyone's autograph. Then we went to the gift shop and bought a teddy bear.

I showed everyone my prizes and Sophia gave me a really cool pen. Then we went out to lunch. When we got back I helped to put together training packets. Then I watched a video about the starfish award.

Then I got to do my Aunt Alison's job and write this newsletter article. I had a fun day.

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She discovered a problem that's resolution will ultimately save the division hundreds of dollars.

## Starfish Award

The Operations Team was awarded a Team Starfish Award. Sam Lee, Anne Stehno, Heather Gardner, Al Orwin and Charlotte Wilkes "Made the Day" of newcomer, Cerena Crosby, by making her feel welcome. Crosby listed the many things this team had done to make her transition to a new work environment easy and enjoyable. She wanted to let the team know how much she appreciates their friendship.

## Traveling Gus Award

"Traveling Gus" swam to the workspace of Alison Taylor this month. He was given to Taylor for her continued efforts in keeping the FISH! Philosophy alive within the division, by taking on the role of division party planner and gift buyer.

Congratulations to all of this month's Incentive Award recipients. Keep up the good work! To nominate someone caught in the act of doing a really good job, simply complete an [Incentive Nomination Form](#).